

November 11, 2005

Regarding Closed Captioning Docket 05-231

Dear Sirs/Ms:

Closed Captioning has been a boon for the people with hearing loss. Being deaf, I appreciate CC feature for TV. Some TV programs do ok, but then there are quite a few TV programs that can do better. Here are my concerns:

- What irritates the hell out of me is sometimes TV shows forgot to turn on CC after a commercial or especially when they do the bottom news feed or a special smaller screen set aside for news announcement or whatever which often turns off the CC.
- We still see occasional TV shows automatically being turned off then it gets to within 10 min of a TV news program. These are maddening moments and I have called several hearing friends to find out what the conclusion was.
- Typos: once a while typos I can live with, but it seems it depends on who is doing the captioning. Some of the captioning services do very well, and then others are simply terrible. I think FCC needs to setup some kind of license or criteria to ensure that real-time typing is done with good quality.
- It would be helpful if TV network shows clearly which TV programs are CC'd or not. I have often clicked to a TV program that is publicly announced as being not CC'd but they are; conversely I have often clicked to TV shows that says they are CC'd but they are not.
- TV Network Providers need to provide a clear instruction of who CC users can call to report that CC is not functioning. I use DirecTV. I have called DirecTV only to have them redirect to the TV Channel; then in return they tell me to call DirecTV as they have their cc devices turned "on". A merry go around with fingers pointing at the other direction seems to be the norm. A clearly contact person needs to be publicized.
- CC services often make their own decision how much to condense and caption from the original script. My son who is hearing often exclaim in frustration that CC excludes some critical information that he thought should be included. I have no way of measuring that so I think there needs to be a quality control in that area perhaps by outscoring a service to keep track of that?
- There are still quite a few TV programs that do not provide CC at all. Many of persons with hearing loss do not have the resources to research and analyze whether these TV programs should be CC or not. Can we simply just send email to the FCC and alert FCC that such and such TV programs do not provide CC?

The basic message behind all this is that the quality of service of CC is far from being ideal in various aspects of the service.

Thank you,

Ed Bosson